



Start Up Evaluation

Final Report

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Executive Summary

This Start Up Evaluation considers feedback from telecentre.org stakeholders after the 'pre-launch' year of program operation (February to December 2005). Eighteen telecentre network leaders representing partners from around the world were given the opportunity to provide feedback through an online survey and an in-depth telephone interview.

Themes from findings

Overall, the program is described in very positive terms with words like supportive, collaborative, and friendship frequently used to describe the program and community. telecentre.org in general and the managing director in particular is seen as having its "ears wide open". The Start Up Evaluation itself is seen as indicative of a general culture of listening.

Participants have found the network useful for both sharing information and receiving new information from others in the telecentre community. Participatory workshops and forums are widely appreciated, both for the interactive methodologies used and as venues to enable face to face meetings, to share ideas and to build trust.

Communication with others in the telecentre community (especially outside of participants' own regions) is a challenge and so opportunities to facilitate contact, and share knowledge are particularly appreciated. All networks expressed that they have valuable experiences and lessons that they are eager to share with other telecentres.

The telecentre.org website is considered good for blogging and reading. Interviewees acknowledge that the telecentre.org website is new and under construction and they are looking forward to future local language support for non-western scripts and translations of content.

Recommendations

- telecentre.org should become a sustainable community fostering on-going collaboration among participants beyond the funding timeline of the telecentre.org program
- Formally introduce members of the telecentre community to each other and provide times and spaces for them to build relationships with each other; virtually and face to face
- Institute steering committees for convening events to ensure that forums and meetings closely meet the participants' needs
- Enable increased follow-up after workshops both from telecentre.org and among participants to report on progress, next-steps and new developments
- Network leaders prefer opportunities to cooperate with each other over training activities; however, managerial training should be prioritized over technical skills
- For local telecentres, prioritize internet access, online resources and hardware discounts over software discounts, on-demand tech support and innovative technologies
- Give priority to offline content to addresses the bandwidth issue for telecentres with slower connections
- Ensure that the telecentre.org website does not duplicate existing regional online resources, help desks and external technology portals
- The program should remain focused on supporting the sustainability of existing networks as a top priority

1 Background and purpose

Since 2002, IDRC has been working to understand the needs of local telecentres and learning how to provide them with concrete support in their efforts to help underserved populations learn new skills, find new opportunities and improve their lives. telecentre.org was founded by IDRC in partnership with Microsoft, and officially launched in November 2005 at WSIS in Tunis.

The purpose of the telecentre.org program is to make social investments that strengthen local, national and regional telecentre networks, and to provide spaces for building strong social networks, sharing knowledge, capacity development, and the sharing of innovative processes and tools within the telecentre movement. Up to this point, the telecentre.org program has focused on planning and developing partnerships and it is now currently in the process of both looking back over past experiences and into the future as it designs a new business plan.

This process makes now an ideal moment for a process oriented formative evaluation of the telecentre.org experience from the participating networks' perspective. This evaluation provides a basis for reflecting on past activities and a springboard for future strategic planning. It focuses on both the *what* and the *how* of telecentre.org's engagement with its partners. The activities and services that telecentre.org provides for its partners are the *what*; the relationships and connective tissue enabled by telecentre.org are the *how*.

2 Methodology

Eighteen telecentre stakeholders were selected by telecentre.org staff to participate in this evaluation. The participants represented a wide range of geographic locations, number of years experience in running telecentre networks, and levels from smaller local networks to regional and international networks. At least one person was selected from each of the seven regional networks that already work with the program. Initially two people were selected to pre-test and provide constructive feedback on the evaluation tools, however because of the timing, they were later amalgamated in with the rest of the sample.

All of the representatives identified by telecentre.org were given the opportunity to participate in both an on line survey and a more in-depth semi-structured telephone interview. During February and March 2006 ten people completed the on line survey and eight people participated in the semi-structured phone interview.

The on line survey was administered through www.surveymonkey.com, allowing the identities of the respondents to be tracked in order to follow up with specific questions during the subsequent telephone interview. The on line survey consisted of 13 questions plus two additional questions to schedule the telephone interview, and was designed to be completed in about 15 minutes (see Appendix A). The semi-structured telephone interview took place either by phone or over Skype and consisted of 30 questions that took approximately 30-45 minutes to answer (see Appendix B). The on line survey and the telephone interview were available to participants in both English and Spanish.

3 Findings

This section describes findings from the on line surveys and the telephone interviews. The information given in the survey (see Appendix A for complete results from the survey) and telephone interviews has been triangulated with the telecentre.org documents listed in Appendix D to cross-check the data. The findings are organized into six sections: telecentre.org in general, workshops, the telecentre.org website, communication, listening & feedback, and needs, plans & dreams.

3.1 telecentre.org in general

telecentre.org is widely considered to have made an excellent start and has been useful in offering access to experiences and networks around the world that network leaders would not otherwise have known about. The program has enabled information and experience sharing, leading to new contacts and new ideas for approaching common problems faced by telecentres. To demonstrate the breadth of keywords given by respondents about the program, some examples are listed below (a complete list is given in Appendix C):

Supportive
Collaborative
Friends
Learning through doing
Progressing
Technology enabled
Cautious
Lack of clarity in agenda
Duplicating effort in some areas

Some suggestions for future improvements were made by interviewees:

- There is a desire for the telecentre.org network to become a sustainable and permanent social institution in the form of on-going collaboration beyond the funding cycle of the telecentre.org program.
- The majority of respondents acknowledged that a common vision for the program is still in its infancy and a clearer agenda needs to be developed. This would allow network leaders to know what the program is focusing on (and which projects are no longer being pursued). A roadmap of where telecentre.org is headed would allow the network leaders to better see where they fit in. Email and/or website updates might be an easy way to do this.
- The program should remain focused on supporting the sustainability of existing networks as its top priority.
- A few people suggested that social entrepreneurship needs to be more clearly defined and conveyed to a telecentre level.

3.2 Workshops

The participatory and innovative methodology of facilitating workshops is universally highly thought of and appreciated. This workshop approach was typified for respondents by the Tunis event, which received praise across the board. Participants enjoyed the friendly, dynamic, upbeat feel to the event, the interaction with others and the opportunities for participants to speak. This workshop was especially important since it was a global meeting that provided scope for networking opportunities and introductions to new people.

Workshops and gatherings are considered essential to the progress of the telecentre.org program, as they enable face-to-face encounters with other telecentre network leaders and provide a fundamental way to establish contact with potential collaborators, to initiate idea sharing and build trust. These opportunities to meet face-to-face extended beyond the

workshop to details such as staying in the same hotel, as it provided the opportunity to continue the networking. Overall the participants considered the purposes of the workshops to have been clear.

Some suggestions for future improvements were made by interviewees:

- A steering committee made up of workshop participants to allow for more participatory input into the preparation of future workshops.
- Preparation of background materials for distribution prior to the workshop and a mixed-format agenda based on the materials.
- Workshop programs based around specific themes for more focused approach that reflects the changing needs as the program moves on from an introductory phase.
- More formal presentations by individual networks to showcase different regions and projects. This would increase everyone's knowledge of the activities, ideas and directions of other network leaders around the world.
- Take advantage of other meetings where telecentre leaders will already be gathered to hold telecentre.org workshops.
- More time built into the workshop schedules specifically for grassroots networking opportunities.
- More follow-up after the workshops both from telecentre.org and among participants to report on progress, next-steps and new developments.
- Translation of workshop materials, presentations and conversations into relevant languages for those participating.
- Facilitation that encourages quieter members of the group to participate.
- Sufficient time to discuss issues in greater depth.

3.3 telecentre.org website

A few interviewees commented that they actively blogged and read the telecentre.org website, while all interviewees acknowledged that the website is in its early stages of development.

Some suggestions for future improvements were made by interviewees:

- Content should be available in other languages and non-western scripts are needed to enable this for some languages.
- The website should include a directory with a profile of telecentre activities and contact details around the world.
- The actual content of the telecentre.org website is more of a priority than templates for local websites.
- The majority of interviewees highlighted that bandwidth is an issue for local telecentres, so off-line content is also important.
- Email updates about new content on the website would help draw people to it.
- A few interviewees suggested that a formal introduction to the telecentre.org website would help users explore the benefits of the site.
- A few respondents expressed concern that online technology portals and regional telecentre help desks may be duplicated. The telecentre.org website should link to these external resources but not duplicate them.

3.4 Communication

A culture of sharing has been developed (and is continuing to develop) within the telecentre community. People want to share information about their network with others in the telecentre community and are looking for more opportunities to do so. Workshops have been particularly useful for initiating this process. Key drivers behind the positive cultures in communication have been the managing director of telecentre.org and the participatory

workshops. To show the breadth of keywords given by respondents about the telecentre community some examples are included below (a complete list is given in Appendix C):

Support
Knowledge sharing
Mutual appreciation
Common challenges
Shared responsibility
Understanding
Diversity
Limited
Isolated

Some suggestions for future improvements were made by interviewees:

- Many respondents indicated that formal introductions would assist network leaders identify who would be useful to speak with and share ideas with.
- The majority of respondents said that communication within the community could be sped up with more formal opportunities to communicate face-to-face, by phone, web chatting and via listservs.
- Maintaining contact with new acquaintances, especially outside of one's own region, is considered to be a challenge.
- A few interviewees stated that finding the time for networking and sharing content on the telecentre.org website is a challenge and specific funding for this purpose was suggested as a possible solution.

3.5 Listening and feedback

telecentre.org was perceived to have its "ears wide open" and was described as having excellent listening skills. This was especially held to be the case for the managing director of telecentre.org who was described as being comfortable to talk with and holding the global vision for the program. Indeed, many respondents struggled to think of occasions when telecentre.org had not listened to their feedback.

The current feedback process was warmly received by the interviewees and was considered to show maturity and self-reflection on the part of the program, it was also seen as timely as one year of activity had passed. Interviewees appreciated that telecentre.org was proactively telephoning them for feedback.

Some suggestions for future improvements were made by interviewees:

- Many participants expressed interest in the results of this Start Up Evaluation.
- The telecentre.org program needs to promote the "ears wide open" culture throughout the whole team of regional managers.
- A few respondents felt that the provision of concrete information about what telecentre.org had been doing over the past year prior to this evaluation process might have allowed for more focused feedback.

3.6 Needs, plans and dreams

Network leaders are most interested in cooperating with other networks on new projects and in developing new relationships between networks. Network leaders place considerably greater emphasis on this than on training in specific skills.

Some specific dreams mentioned by individual interviewees included:

- Professionalize the telecentre movement, perhaps with courses at schools, colleges and universities.
- Bridge the broadband divide through faster access at a community level.
- Improve linkages between telecentres and their communities by making the physical telecentre spaces more user-friendly to enable them to become community hubs.
- Create a voice for local communities by linking them with international mass media via the telecentre community.
- Provide sufficient education through telecentres that they will no longer be necessary in the future.
- Increased sustainability without outside funding.
- Make remote areas economically viable, increase community level GDP.
- Provide funding for small projects at the local telecentre level.
- Have greater social impact and empower telecentre users.
- Keep doing what we're doing but faster.

Some suggestions for future needs were made by interviewees:

- In the online survey participants indicated that local telecentres are seen to most need leadership and team building skills, the opportunity to learn from others and business management skills. Opportunities to learn to develop website content and curriculum, and to learn technical skills are less of a priority.
- A few participants mentioned that both local telecentres and networks need support with governance issues and training for new board members.
- The online survey indicated that local telecentres need improved internet access, online resources from other telecentres and hardware discounts, whereas software discounts, innovative technologies, and on-demand technical support are seen as less urgent.
- A few interviewees suggested that needs assessment studies should be undertaken to make determine community needs and profiles prior to offering services.

4 Analysis and recommendations

telecentre.org has identified a number of priority areas where it will focus efforts for the next five years. The findings from the online surveys and telephone interviews are examined here in relation to the future plans of telecentre.org as outlined in the current draft of the business plan in the areas of connecting people, building networks, sharing knowledge, and creating content and services.

4.1 General Recommendations

- Prioritize the sustainability of the telecentre community beyond the current funding cycle
- Establish a road map of telecentre.org's direction to share with members
- Continue the culture of listening and promote it throughout team of regional managers
- Provide the telecentre community with results from the Start Up Evaluation
- Ensure that the online efforts of other networks and portals are not duplicated

There is a desire for telecentre.org to become a sustainable and permanent entity, although a common vision is still in its infancy and a clearer agenda needs to be developed. This will allow network leaders to know what the program is working on (and which projects are no longer being pursued). A roadmap of where telecentre.org is headed would allow the network leaders to better see where they fit in and how they can contribute. Related to this is the concern that efforts are being duplicated.

The telecentre.org program has an "ears wide open" culture, which is extremely well received by the interviewees. This should be promoted throughout the whole team of regional managers. Interviewees appreciated that telecentre.org has taken the opportunity to gain feedback from the network leaders and they expressed an interest in the Start Up Evaluation results.

4.2 Connecting people

Global and regional telecentre leaders forums - telecentre.org plans to provide face-to-face meetings for telecentre leaders to learn from each other, share new ideas and define collaborative projects.

- Continue convening events and forums
- Continue using participatory methodology at workshops
- Institute workshop planning and steering committees made up of participants
- Ensure time is available in events to discuss issues at greater depth by focusing events around themes (developed by steering committees)
- Provide opportunities for formal presentations of individual networks to introduce their activities to entire telecentre community
- Promote the participation of everyone during events

Global and regional forums resonate with the interviewees as they are keen to meet face to face to get to know each other better especially with those outside of their region. This is seen as a first step in collaborating together. Network leaders place greater emphasis on developing relationships with others than training in specific skills.

The methodology employed at Tunis was considered extremely successful. However, there is some concern that not everyone may be speaking up in meetings and that future facilitation should make sure to involve the quieter participants.

Preparatory involvement with key participants perhaps in the form of a steering committee would enable a more focused agenda to emerge and one more inline with the participants'

needs. Introducing a thematic aspect to workshops and allowing grouping within the workshop according to theme, may give the workshops some flexibility while aligning with the participants' needs. Interviewees feel that sufficient time needs to be made available to discuss issues in greater depth.

Some introduction of more formal presentations of individual networks would allow for regions and projects to be showcased. This would increase the knowledge of activities, ideas and directions of other networks around the world.

Funding and support for national level forums - telecentre.org plans to offer facilitation training, access to facilitators and easy-to-set-up event web sites for networks organizing national or sub-regional events.

While participants did not speak to this plan specifically, face to face meetings are seen to be crucial for building trust and stronger relationships.

4.3 Building networks

Business planning support - telecentre.org plans to offer support for helping networks to become self-sustaining social enterprises

- Progress with business planning support, but place greater emphasis on opportunities for cooperating among networks and learning from each other than on outside training

Although business planning support may be of benefit to network leaders, they placed considerably greater emphasis on cooperating with other networks than on training in specific skills.

Just-in-time reference desk platform - telecentre.org plans to provide a start up package that includes a website for delivering support, training in reference desk management, and access to the global telecentre.org reference desk community.

- Ensure that existing online technical resources are not duplicated
- Integrate existing regional helpdesks into new system

Care should be taken to ensure that existing online technical resources are not duplicated and that networks with existing helpdesks are integrated into the new system.

Goods and services warehouse - telecentre.org plans to offer networks a start up package that includes basic software platform, product line, training and support for them to offer discounted products and services to telecentres.

- Prioritize internet access, online resources and hardware discounts over software discounts, on-demand technical support and innovative technologies

In the online survey, network leaders indicated that local telecentres need improved internet access, online resources from other telecentres and hardware discounts, whereas software discounts, on-demand technical support and innovative technologies are seen as less urgent.

Online community platform - telecentre.org plans to offer networks a hosting web site and mailing list system that include blogs, library, reference desk, events listings and other tools for online storytelling and community building, as well as a channel for the delivery of curriculum, research and other materials useful to telecentres.

- Continue with online community platform to facilitate communication within community
- Provide a directory and profile of telecentre.org members
- Formally introduce telecentre.org users to the benefits of the website
- Prioritize online content over templates
- Proceed with foreign language content

This resonates with interviewees as they are eager to share their experiences and would welcome case studies and documented successes, problems and lessons learned. The online community platform may also offer opportunities to speed up communication within the community and maintain contact with new acquaintances.

A formal introduction to the website would help people to see it could be beneficial to them and encourage the habit of using it. Interviewees are keen to have more on-line content whereas templates are seen as less important. Content should be available in other languages and non-western scripts are needed to enable this for some languages.

A more formalized communication component may assist networking with other networks, especially outside one's own region. This may help network leaders identify who would be useful to speak with and share ideas with.

High capacity volunteers - telecentre.org plans to offer volunteers from the senior ranks of corporations and governments to help telecentres with service development, technology, management, finance, marketing and other areas of value to telecentre networks.

- Prioritize building local resources over outside volunteers

Interviewees commented on the benefit of having access to local resource people who could help build capacity long-term.

4.4 Sharing knowledge

Leadership and management training- telecentre.org plans to invest in modular, flexible and continuous approaches to telecentre leadership and management training and certification.

- Prioritize managerial and leadership training over technical skills

In the online survey, network leaders demonstrated an interest in prioritizing leadership, business management skills and content and curriculum development for local telecentres. The opportunity for local telecentres to learn from each other is considered particularly important. Technical skills are perceived to be less of a priority.

telecentre.org online communities - telecentre.org plans to focus on content highlighting the best information about telecentres from around the world and facilitating content sharing between web sites and mailing lists within the telecentre.org universe

- Progress with online communities to enable local networks to learn from each other
- Provide a directory of global telecentre activities
- Provide content on CDs to compensate for limited internet access in many regions
- Ensure that telecentre.org website does not duplicate existing information on regional or technology portal sites
- Consider specific funding lines to compensate for the time required for networking and content sharing on the telecentre.org website

Network leaders indicated that local networks very much want the opportunity to learn from others in the telecentre community, so online communities are well received by the interviewees.

There is a question of how well the telecentre.org website reflects existing relationships and it has been suggested that this could be addressed with a directory of telecentre activities around the world. There is also some concern that the telecentre.org website may duplicate information available on other (regional or technology portal) sites.

Finding the time for networking and blogging on the telecentre.org website is considered to be a challenge and specific funding for this purpose is seen as a possible solution.

Offline content for telecentres - telecentre.org plans to distribute a yearly CD of the popular resources from the online communities, with an emphasis on practical learning materials, local content, software tools and curriculum that telecentre trainers can use to run their own courses.

- Proceed with offline content to address bandwidth issues

Offline content addresses the bandwidth issue for telecentres with slower connections and may offer opportunities to integrate new content with lower tech communication options such as audio content for radio broadcasting.

4.5 Creating content and services

Telecentre services R+D fund - telecentre.org plans to provide investments, product donations and volunteer time for the development and packaging of services that will provide a revenue stream for individual telecentres and offer a benefit to local communities.

Research awards program - telecentre.org plans to offer a small award for practitioners interested in reflecting on their experience and learning within the telecentre movement

Appropriate technology radar - telecentre.org plans to conduct ongoing, demand driven research into existing and emerging technologies that can be offered through the warehouse service to improve productivity and facilitate operation of the telecentres

Interviewees spoke more to their dreams for the telecentre community and movement than innovation itself and some of the specific dreams mentioned by participants were as follows:

- Bridge the broadband divide through faster access at a community level.
- Help rural areas to become more economically viable.
- Create a voice for local communities by linking them with international mass media via the telecentre community.
- Improve linkages between telecentres and their communities through making the physical telecentre spaces more user-friendly to enable them to become community hubs.
- Professionalize the telecentre movement with courses at schools, colleges and universities.

5 Appendices

Appendix A - On line survey

The numbers in italics indicate the number of responses given for each choice.

Workshops, meetings & communicating

1. We understand you have been to one or more WORKSHOPS or MEETINGS. We would like your feedback. At the telecentre.org workshop/meeting I attended...

	1 Not Enough	2	3	4	5	6	7	8 Too Much	N/A
I was able to speak	0	0	1	1	3	4	0	1	0
All participants were able to speak	0	0	1	2	2	4	1	0	0
Ideas were incorporated into the discussion	1	0	0	1	1	4	3	0	0
Activities were enjoyable for everyone	0	0	0	1	3	2	4	0	0
Activities generated interesting discussion	0	0	1	0	3	4	1	1	0
Time spent on each topic was	1	1	0	1	2	4	0	0	1
Discussions were sufficiently detailed	1	1	1	2	0	5	0	0	0
The workshop agenda was flexible	0	0	1	2	1	4	1	1	0
The purpose of the workshop was clear	0	0	0	1	2	5	2	0	0
In general, the workshop was worthwhile	0	0	0	0	3	4	2	1	0
Since the workshop telecentre.org has reported on progress	0	1	1	0	1	5	1	1	0

Relationships

2. What 3 words come to mind when you think of your relationship with the telecentre.org program? *See Appendix C*

3. What 3 words come to mind when you think of your relationship with others in the telecentre community? *See Appendix C*

Networking

4. The telecentre.org program has helped me...

	1 Very much	2	3	4	5	6	7	8 Not at all	N/A
Maintain contact with other telecentre networks	2	1	0	1	0	2	0	3	0
Give information to others about how I do things	2	0	0	3	1	1	0	2	0
Receive information from others about how they do things	2	0	0	2	0	4	0	1	0
Contribute to creating a common vision for the telecentre community	1	2	0	0	0	2	3	1	0

5. How many times in the past 6 months have YOU initiated contact with ...?

	0	1-3	4-10	11-20	21+	N/A
Telecentre.org program	0	3	33	3	1	0
Other telecentres	1	0	4	3	1	0

6. How many times in the past 6 months have OTHERS initiated contact with you?

	0	1-3	4-10	11-20	21+	N/A
Telecentre.org program	0	3	2	2	2	0
Other telecentres	0	2	2	4	1	0

Future plans of telecentre.org

7. What do you most want to do at future regional or global workshops? (Rank each choice)

	1 Most Important	2	3 Least Important	Not Needed
Network & develop relationships?	2	5	2	0
Cooperate together on new projects with other networks?	5	2	3	0
Train in specific skills?	3	1	5	0

8. What services do local telecentres most need? (Rank each choice)

	1 Most Important	2	3	4	5 Least Important	Not Needed
Leadership/teambuilding skills?	6	1	1	1	0	0
Business management skills?	1	3	1	3	1	0
Technical skills?	0	1	2	2	5	0
Website content (& curriculum) development skills?	1	1	3	2	3	0
Opportunities to learn from fellow telecentres?	2	3	3	2	0	0

9. What resources do local telecentres most need? (Rank each choice)

	1 Most Important	2	3	4	5	6	7	8 Least Important	Not Needed
Hardware discounts?	1	2	0	0	2	0	2	1	0
Software discounts?	1	1	0	0	3	3	1	0	
Better internet access?	6	1	1	0	1	0	0	0	0
Online resources from telecentre networks?	1	0	5	3	0	0	1	0	0
Reference desk for on demand business support?	0	2	2	1	1	1	1	0	0
Reference desk for on demand technical support?	0	0	1	2	4	1	1	0	0
Actual website content?	0	1	0	2	2	2	0	1	2
New & innovative technologies?	0	3	0	2	0	2	1	2	0

Tell us about this survey

This online survey will be followed by a telephone interview. The results from this online survey will help us to be more focused in the interview. We want to know what you think about this online survey.

10. How long was this online survey?

	1. Too Many	2	3	4. Too Few
Number of Questions	0	7	2	0
Minutes to Complete Survey	0	3	6	0

11. Were the questions relevant?

	1. Relevant	2	3	4. Irrelevant
Relevant Questions	3	2	1	0
Suitable Answers Available	0	5	4	0

12. What other questions should we have asked?

13. Any other comments?

Appendix B - Semi-structured telephone interview guide

We understand you have been to one or more WORKSHOPS. We would like your feedback.

1. As a participant, what was the most useful part of the workshop(s)? Why?
2. How could you have gained more from the workshop?
3. At workshops: describe the communication between telecentre.org program and the telecentre community.
4. At workshops: describe your communication with other telecentre network leaders.
5. Did you play a role in organizing the workshop(s)? What can you do to improve the next workshop you organize?
6. A global meeting in 2007 is being planned. What should be the focus?

Tell us about your INTERACTION & COMMUNICATION with the telecentre.org program

7. With whom do you most often communicate in the telecentre community? What about? [Why with that person?]
8. Who would you like to communicate more with?
9. When you're unhappy with something in the telecentre.org program, who do you talk to?
10. What have been the barriers to you building closer relationships with others in the telecentre community?
11. How can the telecentre.org program help you learn more from others in the telecentre community?
12. Has contact with other telecentre network leaders generated new ideas or new projects?
13. What have you used the telecentre.org website for? How could it be more useful?

Tell us about your CURRENT PROJECTS with the telecentre.org program

14. Describe the project you are planning to do with the telecentre.org program.
15. What stage are you at with this project?
16. What does your network hope to achieve in the next one or two years?
17. What does telecentre.org gain from your partnership?
18. How could they gain more?

Tell us if telecentre.org is LISTENING

19. Describe an occasion when the telecentre.org program has listened to your feedback.
20. Describe an occasion when the telecentre.org program has not listened to your feedback.
21. If you had one message to give to the telecentre.org program, what would it be?

Tell us about your DREAMS FOR THE FUTURE

22. How could the telecentre.org program help you to achieve your organization's mission?
23. What do you dream of doing with telecentres in your region?
24. What do you dream of doing with or for people who use telecentres?
25. What would you like to see if resources and money were unlimited?
26. How could you help make this happen?

Tell us your FEEDBACK ON SURVEY

27. What 3 words come to mind when you think of the survey and interview that you have just completed?
28. What did you like about this survey and interview process?
29. What would you have changed about this survey and interview process?
30. Any other suggestions or comments?

Appendix C - Key words for relationships

Words that come to mind for relationship with telecentre.org:

Supportive (2)
Alliance
Collaborative
Progressing
Learning through doing
Building policies together
Social responsibility
Common platform
Partners
Friends
Beneficial
Hopeful
Enjoy
Opportunities
Potential
Developing
Articulation
Intelligence
Technology enabled
Network based
Backstop support
Distant
Cautious
Unclear
Lack of clarity in the agenda
Duplicating effort in some areas

Words that come to mind for relationships with others in telecentre community:

Support (2)
Community (2)
Sharing (2)
Knowledge sharing
Storytelling
Experiences
Learning
Opportunities
Mutual appreciation
Common challenges
Shared responsibility
Collaborative partnerships
Exciting
Friendship
Understanding
Global
Diversity
Expanding
Networks
WSIS
Access
Limited
Isolated
Funders: tricky

*Numbers in parentheses indicate the number of times each word was mentioned.

Appendix D - Materials consulted

Workshop evaluation reports:

- WSIS (Tunis November 2005)
- Americas (Vancouver February 2005)
- Africa (Accra February 2005)
- Asia (Chennai December 2004)

Workshop reports:

- Americas (Vancouver February 2005)
- Africa (Accra February 2005)
- Asia (Chennai December 2004)
- Africa Helpnet (Maputo September 2003)
- Global Helpnet (Paris April 2002)

Mark Surman's blogs:

- Seattle (December 2005)
- Tunis (November 2005)
- Delhi, Chennai, Colombo (September 2005)
- Cape town, Johannesburg (August 2005)
- Vancouver, Seattle (July 2005)
- Delhi (July 2005)
- Cleveland (June 2005)
- Egypt, India and Sri Lanka (May 2005)

Appendix E - List of participants

The following people participated in the online survey and/or telephone interview:

Names	Country	Institution
Harsha Liyanage	Sri Lanka	Sarvodaya
Subbiah Arunachalam	India	Swaminathan Foundation
Satyan Mishra	India	Drishtee
Sulah Ndaula	Uganda	UgaBYTES Initiative
David Barnard	South Africa	Sangonet
Stuart Mathison	Australia	PacToc
Bev Collins	Canada	PCNA
Jennifer Corriero	Canada	Takingitglobal.org
Kavita Singh	USA	CTCNet
Yacine Kheladi	Dominican Republic	Fundación Taigüey
Karin Delgadillo	Ecuador	Chasquinet
Leonel Rojas	Chile	Mauleactiva